

BASIC RIGHTS

- You have the right to be treated with respect and dignity in recognition of your individuality and preferences.
- You have the right to quality care and treatment that is fair and free from discrimination.
- Relatives or a legal representative may act on your behalf to exercise these rights when you are unable to do so yourself.

ADMISSION RIGHTS

- The facility must inform you of all of your rights in a language or manner that you understand.
 - The facility must inform you of all the facility's rules and regulations. including those regarding transfer and discharge policies.

- You have the right to carefully all contracts review and agreements prior to signing.
- The nursing home cannot require a cosigner for payment, but may require a relative or a legal representative to ensure payment from your income or resources.
- You have the right to apply for Medicare and Medi-Cal and the right to information and assistance in applying for those programs.
- You cannot be asked to give up or delay your rights to receive Medicaré or Medi-Cal.
- You cannot be asked to give the facility a security deposit if you are Medicare ³ Medi-Cal or beneficiary.

AS A NURSING HOME RESIDENT. YOU HAVE A RIGHT TO:

Visits--Privacy--Confidentiality

- Visits with family and friends.
- Contact and meet with certain representatives agency individuals who provide health, legal, social, or other services.
- Privacy during your visits or meetings, in making telephone calls, and with your mail.
- Privacy in your room and during bathing, médical treatment, and personal care.
- Keep your personal and health records confidential.

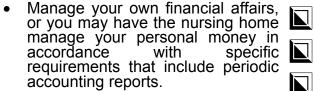
Quality of Life in the Nursing Home

- Choose and participate in activities that you like and which are part of your plan of care.
- Participate in social, religious, and community activities.
- Register and vote in local, state, and national elections.
- Voice complaints or grievances without fear of retaliation. The nursing home must give you information about how to file a complaint with the facility, the Ombudsman, and with the Department of Health Services' Licensing and Certification Office.
- participate Organize and resident groups; and your family has the right to organize and participate in family groups in the nursing home.

Living Accommodations and Care

- Express preferences with respect to your room and roommate and be advised before any changes are made.
- A safe, clean, comfortable, homelike environment.
- Receive care in a manner that promotes and enhances your quality of life. This includes food of the quantity and quality to meet your needs and preferences.
- Services necessary to attain or maintain your highest practicable level of functioning.

Protect Your Money and Possessions



Reasonable security of clothing and personal property. The and personal property. The nursing home must have a program to reduce theft and loss and maintain an inventory of your clothing and other personal property.

Medical Care and Treatment

- Participate in designing your plan of care/treatment.
- Choose your personal doctor.
- Refuse any plan of care, treatment, or procedure.
- Make advance directives for treatment such as a durable power of attorney for health care or a natural death act directive or other instructions of a line and instruction instructions about important health care decisions such as unwanted, life-sustaining treatment.

Freedom From Restraint and Abuse

 Refuse any bonds that limit your mobility or drugs that affect your mind, except in an emergency restraints must be used to treat Any use of such medical symptoms and not for the purpose of discipline or staff convenience.































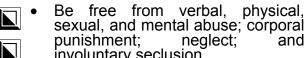


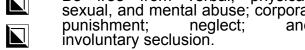




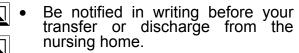


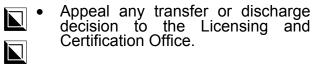


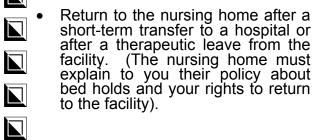




Transfer and Discharge Rights









San Bernardino County Department of Aging & Adult Services 686 East Mill Street San Bernardino, CA 92415-0640

Long-term Care Ombudsman Program: (909) 891-3929

HELP IN PROTECTING YOUR RIGHTS

Long-Term Care Ombudsman

Each county has an Ombudsman Program with trained ombudsmen to help with questions or problems about the nursing home and to assist you in exercising your rights.

For information about the Ombudsman Program in your area, call or write:

San Bernardino County Department of Aging & Adult Services 686 East Mill Street San Bernardino, Ca. 92415-0640 (909) 891-3900

Legal Services

In California there are a number of local law projects that provide legal assistance to the elderly without charge. The Ombudsman Program in your county can give you specific information about these services.

Licensing and Certification

Department of Health Services' Licensing and Certification Program (L&C) licenses and regulates California's nursing homes on the basis of complaint investigations and annual inspections. Consumers may obtain copies of inspection and complaint investigation reports through their local L&C office. For the address and phone number of your district office, call the Certification Licensing and Headquarters at (916) 445-2070.

ADDITIONAL INFORMATION AVAILABLE FROM:

CONSUMER ADVOCATE GROUPS:

Bet Tzedek Legal Services Nursing Home Advocate Projects 145 South Fairfax Avenue, 200 Los Angeles, CA 90036 (213) 939-0506

California Advocates for Nursing Home Reform 1610 Bush Street San Francisco, CA 94109 (415) 474-5171

California Law Center on Long-Term Care 1453 Mission Street, 5th Floor San Francisco, CA 94103 (415) 431-6321

INDUSTRY:

California Association of Health Facilities 1251 Beacon Boulevard, Suite 210 West Sacramento, CA 95691 (800) 347-5547 (916) 371-4700

California Association of Homes and Services for the Aging 7311 Greenhaven Drive, Suite 175 Sacramento, CA 95831 (916) 392-5111

California Health Care Association 1201 K Street, Suite 800 Sacramento, CA 95814 (916) 443-7401

YOUR **RIGHTS** AS A RESIDENT IN A **NURSING HOME**

You keep all your fundamental civil or human rights and liberties when you are admitted to a nursing home.

This pamphlet summarizes specific rights you have as a nursina home resident as provided by both Federal and California State statutes and regulations.

> State of California Department of Health Services Licensing and Certification 1800 Third Street, Suite 210 Sacramento, Ca. 95814